

## ECS Configuration Change Request

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1. Originator Tammy Rockvam	2. Log Date: 11/23/1999	3. CCR #: 99-1154	4. Rev: -	5. Tel: 605-594-6852	6. Rm #: EDC1457	7. Org. EDC
8. Title of Change: DUE: Use separate Remedy schema for SSIT Trouble Tickets						
9. Originator Signature/Date <i>Not Available</i>			10. Class CCR	11. Type: CCR		
13. Office Manager Signature/Date <i>Not Available</i>			14. Category of Change: Other		15. Priority: (If "Emergency" fill in Block 28). Routine	
16. Documentation/Drawings Impacted:			17. Schedule Impact:		18. CI(s) Affected: MCI-Remedy	
19. Release Affected: N/A		20. Date due to Customer:		21. Impl. Date:		22. Estimated Cost: None
23. Source Reference: <input type="checkbox"/> NCR (attach) <input type="checkbox"/> Action Item <input type="checkbox"/> Tech Ref. <input type="checkbox"/> GSFC <input checked="" type="checkbox"/> Other: EDC CCR EDCdd00054						
24. Description of Change: (use additional Sheets if necessary) In the past, EDC SSIT has used the DDTS system on M&O (e0mos01) to store trouble tickets written against science software. SSIT desires to use Remedy for trouble tickets in order to consolidate all trouble tickets into one system.						
25. Proposed Solution: (use additional sheets if necessary) A new schema, SSIT-Trouble Tickets, will be used for SSIT trouble tickets. This schema will enable SSIT trouble tickets to be stored in Remedy along with all other ECS trouble tickets, but keeps them separate. See attached sheet for details.  **This will be implemented at EDC as a DAAC-Unique Extension.**						
26. Alternate Solution: (use additional sheets if necessary) Use the existing RelB-Trouble Tickets schema and add additional notification filters to it.						
27. Consequences if Change(s) are not approved: (use additional sheets if necessary) Mixing of science software trouble tickets with ECS trouble tickets causing confusion.						
28. Justification for Emergency (If Block 15 is "Emergency"):						
29. Site(s) Affected: <input type="checkbox"/> EDF <input type="checkbox"/> Mini-DAAC <input type="checkbox"/> VATC <input checked="" type="checkbox"/> EDC <input type="checkbox"/> GSFC <input type="checkbox"/> LaRC <input type="checkbox"/> NSIDC <input type="checkbox"/> SMC <input type="checkbox"/> AK <input type="checkbox"/> JPL <input type="checkbox"/> EOC <input type="checkbox"/> IDG Test Cell <input type="checkbox"/> Other						
30. Board Comments:				31. Work Assigned To:		
32. EDF/REL2 CCB Chair (Sign/Date):		33. Disposition: Approved A/C Fwd/ECS Fwd/ESDIS		34. (TBD)		
35. M&O CCB Chair (Sign/Date): <i>W.B. 7 Dec 99</i>		36. Disposition: Approved A/C Fwd/ECS Fwd/ESDIS		37. CM Manager's Closure:		
38. ECS CCB Chair (Sign/Date):		39. Disposition: Approved A/C Disapproved		40. CCR Closed Date:		

CM01 March 8, 1999

ECS/EDF/REL2 CCB